WORK EXPERIENCE LETTER

07/12/2025

To Whom It May Concern

This letter confirms that **Mr. Momen Ahmed Abdelwahab** completed a structured work-experience placement at **Doctors Clinic Diagnostic Center (DCDC)** in Dubai Healthcare City. His placement took place across the Call Center, Marketing Department, and the Patient Coordination Unit from **5 July 2025 to 5 December 2025**.

During his time with us, Momen demonstrated professionalism, maturity, and a strong interest in healthcare processes, patient interaction, and diagnostic medicine. His responsibilities and learning experience are outlined below:

Call Center Experience

Momen played an active role in supporting patient communication by:

- Speaking with patients to explain diagnostic procedures such as **MRI (open & closed), CT scans, X-ray, Ultrasound, and Mammogram**.
- Advising patients about safety information, preparation steps, and what to expect during their imaging tests.
- Studying clinical procedure information provided by the clinic to ensure accuracy when responding to patient questions.
- Checking patient insurance eligibility.

This experience strengthened his communication, critical thinking, and medical-information handling skills.

Marketing Department Shadowing

shadowed the clinic's marketing and medical representative team.

He observed:

- Meetings with doctors to present the radiology department's services, including **MRI, CT, X-ray, Ultrasound, and Mammogram** capabilities.
- How physicians evaluate image quality, machine type, room comfort, and reporting standards before referring patients.
- The process of building professional relationships with healthcare providers and addressing their clinical requirements.

Patient Coordination & Reception

In the patient coordination unit, Momen worked in a busy reception environment where he:

- Welcomed patients and helped ease their anxiety by clearly explaining procedures ,
- Guided first-time visitors through registration and preparation steps.
- Demonstrated empathy, patience, and professionalism during face-to-face interactions.

Clinical Observation

Momen also shadowed doctors in the clinic, especially in the orthopedics department, where he observed:

- Real patient consultations and doctor-patient communication techniques.
- The use and principles of **PRP (Platelet-Rich Plasma)** therapy.

For any further information, please contact us.